

VIDEO SERVICES

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PURPOSE

To define the policy and procedure that will apply when agencies issue a request for video services.

SCOPE

This policy and procedure applies to agencies that connect to the Division of Information Technology Services (ITS) Video Network.

BACKGROUND

ITS has worked, and will continue working, with the agencies to develop a cost-effective video network. This network has grown rapidly over the past few years and its configuration is constantly changing. Prior to purchase, ITS reviews the video room equipment selected by the agencies to ensure its compatibility with the existing Video Network.

Agencies install video connections at multiple locations throughout the State to save money and increase employee productivity. The video connections allow employees to get the full benefit of staff meetings and/or training programs, as if they were on-site, without spending hours of travel time driving hundreds of miles. In addition, agencies avoid unnecessary car rental and per diem costs.

POLICY

When acquiring video services, agencies agree to:

- coordinate the purchase of the video equipment with ITS to ensure that the equipment is compatible with the State's existing Video Network;
- the terms and conditions set forth in the Special Billing Agreement (SBA) for video services;



- pay all monthly and one-time costs, which include maintenance on the video room equipment; and,
- follow the guidelines identified in the procedure for Video Services.

PROCEDURE

Purchase and Installation

Responsibility / Action

Agency / Customer

1. Provides a written request defining the agency's video conferencing requirements.
2. Obtains a price quote identifying the video room equipment from the equipment provider and provides the quote to ITS for approval.

ITS

3. Reviews the price quote to determine if the equipment is compatible with the State's Video Network, resolves any compatibility issues with the equipment provider, and provides authorization for the agency to purchase the equipment.
4. Provides an SBA that identifies all of the monthly and one-time costs.

Agency/Customer

5. Orders video equipment that has been approved by ITS and remits payment directly to the equipment provider.

ITS

6. Coordinates the installation of the network facilities and video room equipment with the equipment provider and agency/customer.

Equipment Provider

7. Installs equipment and trains the customer on the use of the video room equipment.



Problem Reporting

Responsibility / Action

Agency / Customer

1. Reports service problems to the ITS Help Desk at 538-3440, or 800-678-3440 (for customers outside the local calling area).

ITS

2. Will coordinate with the equipment provider to repair failures and update the customer's equipment as needed.

Exception: Video sites that were established prior to March 2002 may be exempt from the video room equipment maintenance requirement, as long as no changes are required in the SBA. Once modifications to an existing SBA are required, or a request to relocate the video room equipment is received, the monthly charges will be adjusted to include maintenance on the video room equipment. Agencies that elect not to have maintenance on their video room equipment will report failures as identified below.

Agency / Customer

3. Reports service problems directly to the equipment provider.

Equipment Provider

4. Resolves video equipment failures and coordinates with ITS to resolve network failures as required.

Agency / Customer

5. Remits payment for the applicable charges incurred directly to the equipment provider.



Bridge Scheduling

Responsibility / Action

Agency / Customer

1. Calls the ITS Help Desk at 538-3440 or 800-678-3440 to schedule the required bridge ports.

NOTE: The bridge is available Monday through Friday from 7:00 a.m. to 5:00 p.m. If the bridge is required outside of normal business hours, agencies may contact the Network Operations Manager to make the necessary arrangements.

